

Implementation Overview

Overview:

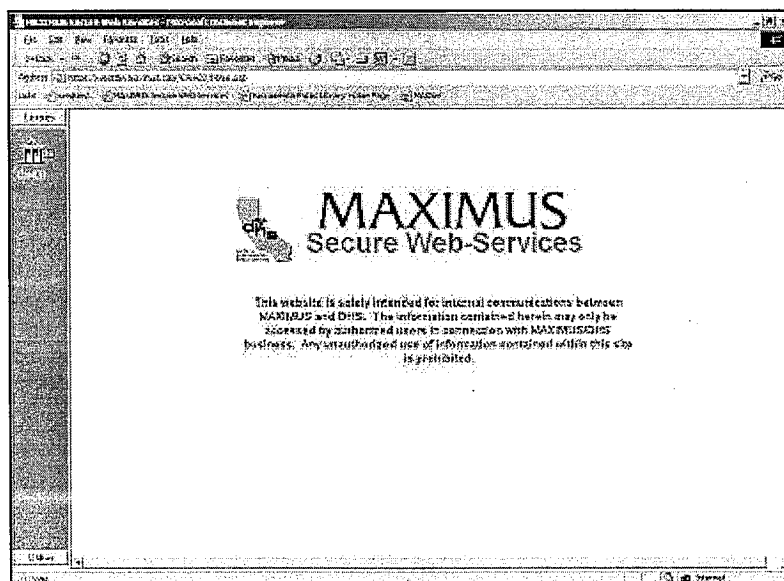
The purpose of this document is to provide step-by-step guideline for the use of the MAXIMUS Secure Web Services Site to Managed Care Plan Users.

Browser/System Support Requirements:

The MAXIMUS Secure Web Services Site requires Microsoft Internet Explorer 5.5 or Netscape version 4 or higher. Administrative rights to your PC are also required so that Active X Controls can be added to your system. Contact your LAN or Systems Administration if you have any questions regarding your ability to add Active X to your system.

System Features:

- ☐ Secure location for confidential storage and transmission of Managed Care Plan Data files.
- ☐ Easy to use interface allows users to download and view Managed Care Plan Data through a secure Internet connection that utilizes 128-bit SSL encryption.





MAXIMUS

Secure Web Services

MAXIMUS Secure Web Services Site: Managed Care Plan User Guide

v1.0

MAXIMUS Secure Web Services Site: Managed Care Plan User Guide

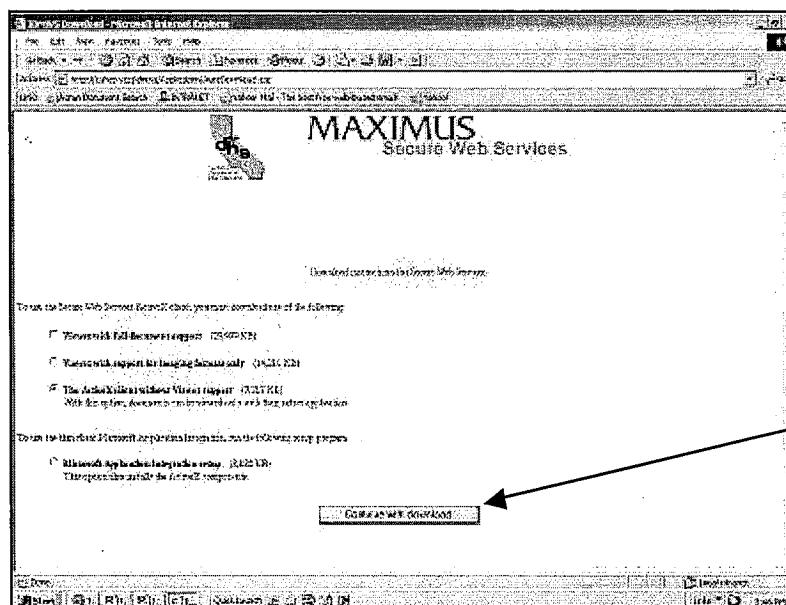
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Secure Website Active – X Installation Guide

Download the Active-X client onto your PC.

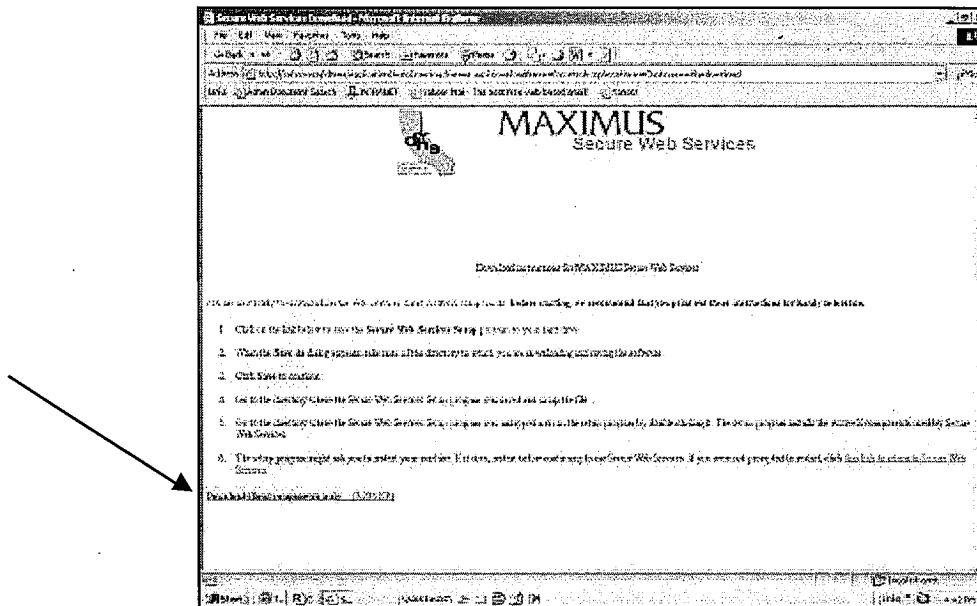
*****Please note that this will only be completed the first time you log onto the Secure Website. Once you have downloaded the Active-X client onto your personal computer you will not be required to “Download the Active-X Client onto your PC” again.**

1. Launch Internet Explorer and type in the web-page address of <https://westdiv.MAXIMUS.com/CAHCO>
2. Select "The ActiveX client without Viewer support (7,317 KB) option. If you are unable to install this third party software, contact your internal technical support staff. You must have administrative rights in order to add this software.
3. Click the “Continue with download” button.

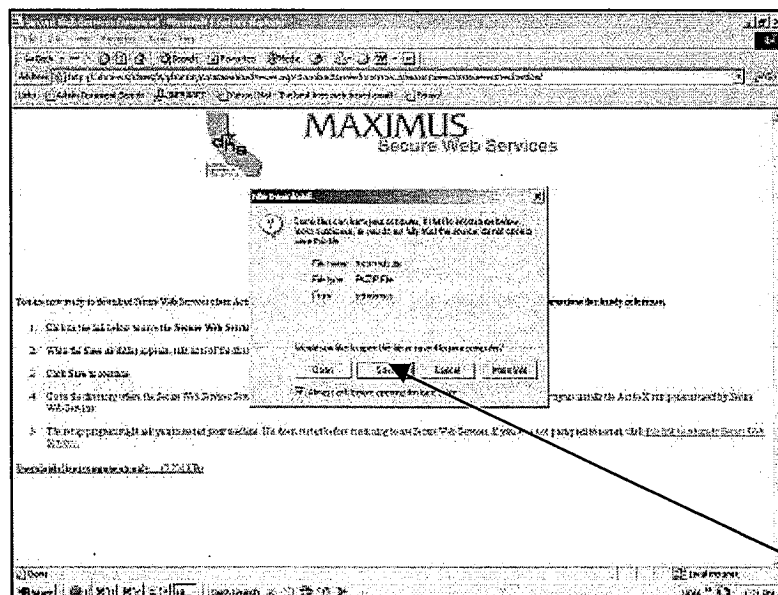


4. The “Download instructions for MAXIMUS Secure Web Services” will display on the screen.

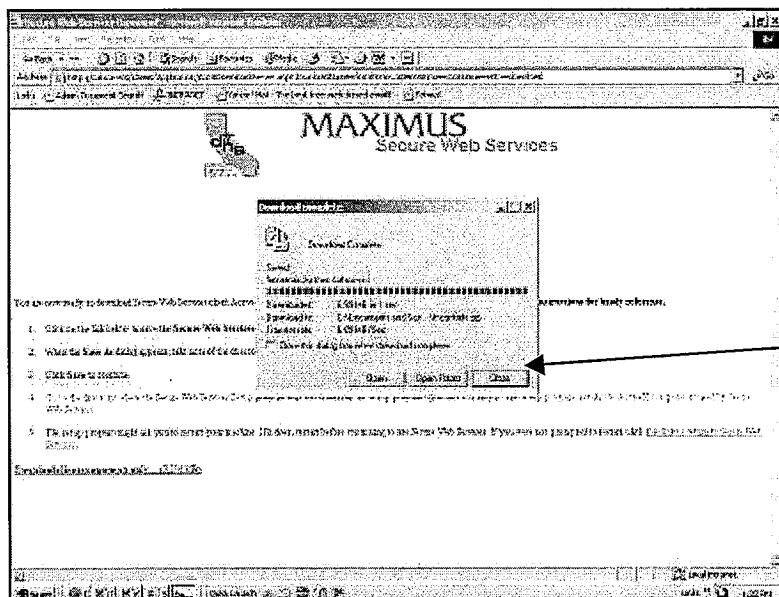
5. Select **“Download client components only (7,234 KB)”**.



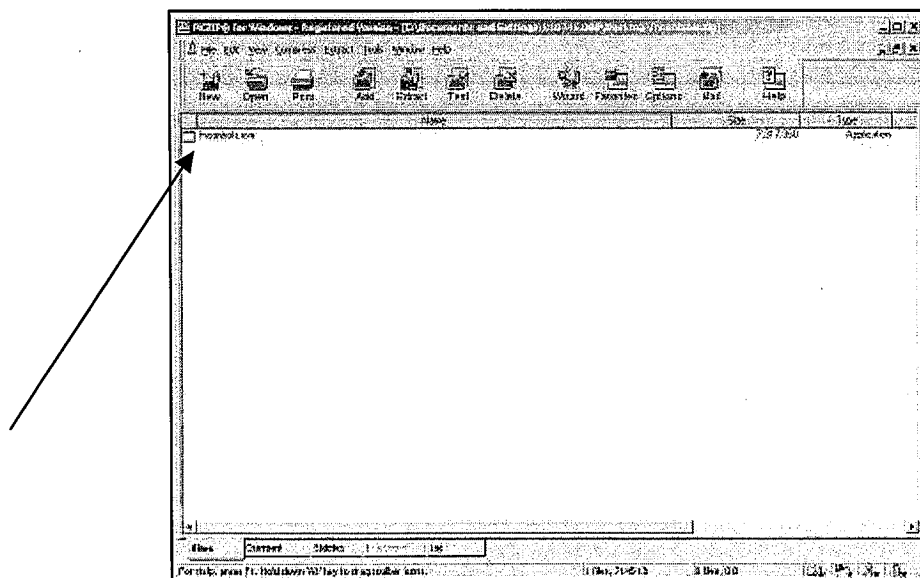
6. The **“File Download box”** will pop up on the screen. Select the **“Save”** button to save the file to your computer.



7. The download dialogue box will display on screen. Once the dialogue box says **“Download Complete”** select the **“Close”** button.



8. Find the “fncontrols.zip” file that you saved to your computer in step 7 and double click the “fncontrols.zip” file to activate PKZIP.
9. The PKZIP® for Windows program will open and display the following on your screen.

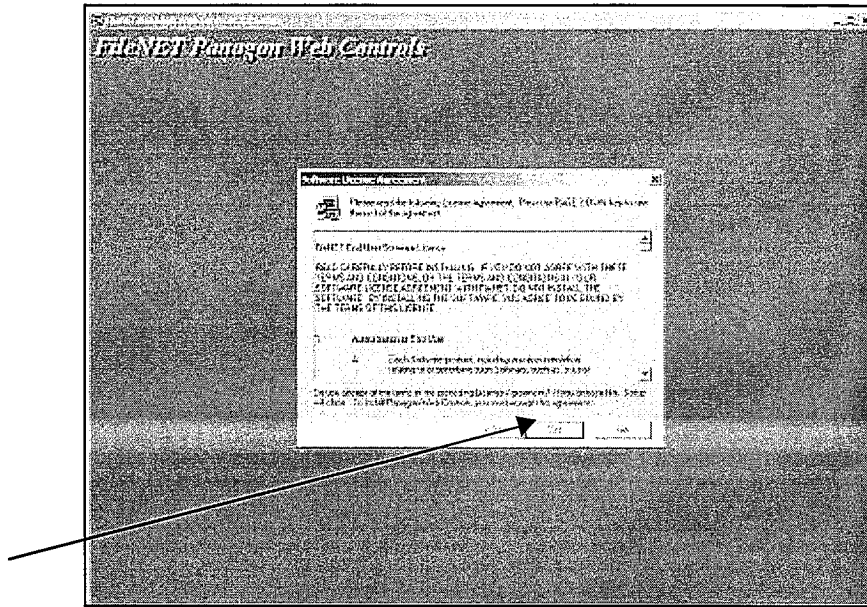


10. Double click on “fncontrols.exe” in the PKZIP window to start installing “Panagon Web Controls”.

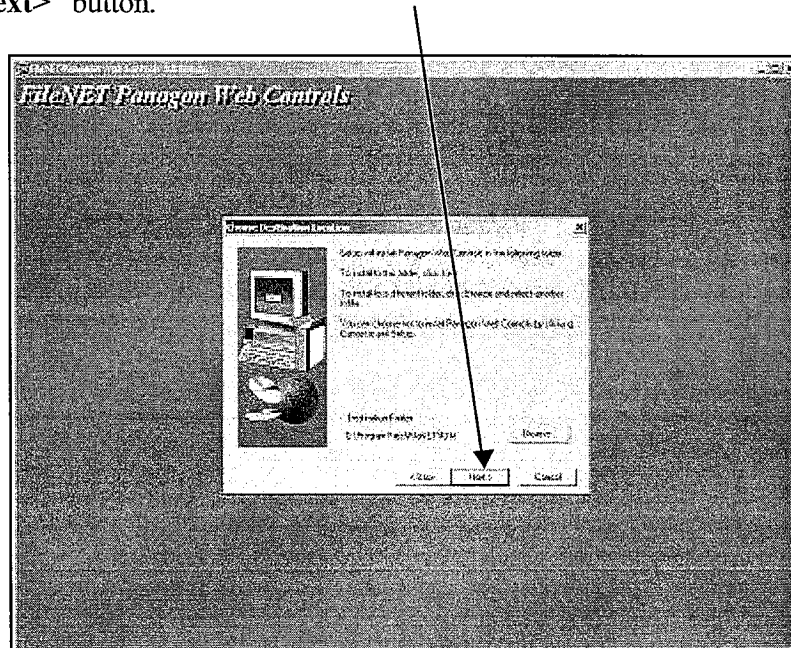
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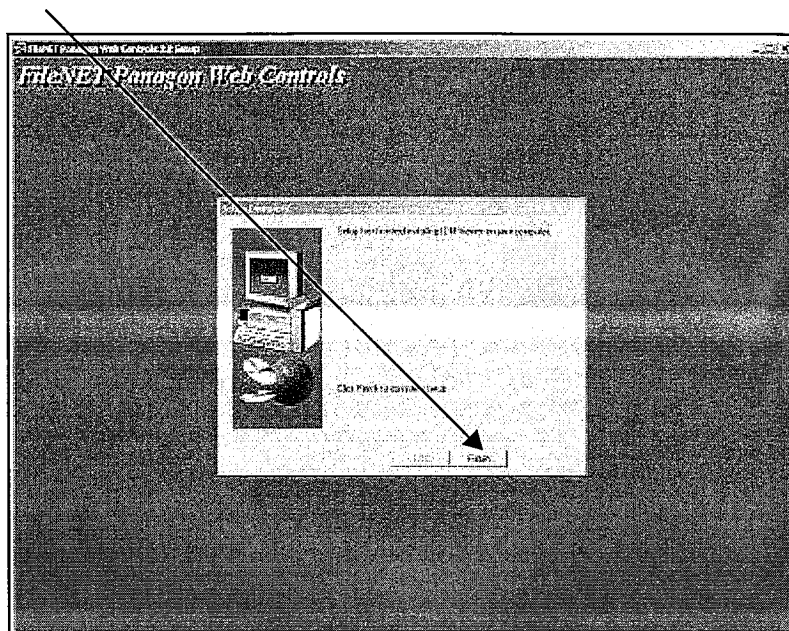
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14. The "Choose Destination Location" dialogue box will display on screen. Select the "Next>" button.



15. The “Setup Complete” dialogue box will display on screen. Select the “Finish” button.



16. You have completed installing Panagon’s Secure Web Services client Active - X components. This only has to be completed once on your PC.
17. Close out the PKZIP program.

NOTE: In step 5 if the file download box doesn’t pop up on the screen navigate back to the screen shown in step 5 by pressing “Back” on your browser controls, then using the right button on your mouse right click on the “Download Client Components Only” line and select “Save Target As” to get to the screen shown in step 6.

How to Request a User Name and Password for the Secure Web Services Site

Prior to accessing the Secure Website for the first time, you will be required to obtain a user name and password.

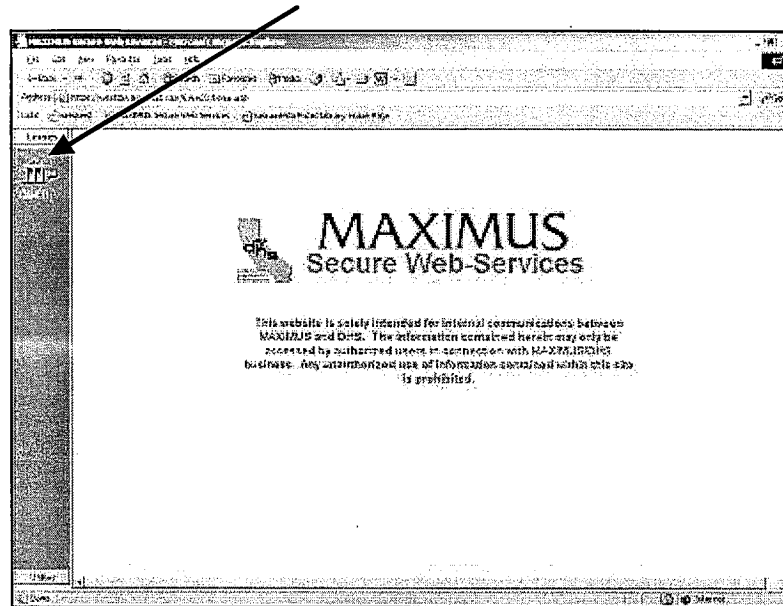
Managed Care Plan Representatives Requesting a User Name and Password for the Secure Website:

1. Return the required **MAXIMUS Secure Website Managed Care Plan Agreement** to MAXIMUS (Appendix A). MAXIMUS must have the signed original on file prior to issuing passwords.
2. A MAXIMUS IS Staff person will contact each authorized user, via telephone, and provide their user name and temporary password.
3. The first time you log into the Secure Website you will use the user name and temporary password you were given by the MAXIMUS IS Staff person.
4. It is important that you change your password right after you log into the system for the first time and periodically thereafter to ensure integrity of this site.

Change your password to be a Strong Password (refer to the "How to Create a Strong Password section of this document) that is at least 8 characters in length and includes a combination of upper and lower case letters and numbers.

How to Login into the MAXIMUS Secure Web Services Site

1. Launch Internet Explorer and type in the web-page address of <https://westdiv.MAXIMUS.com/CAHCO>.
2. On the left-hand side of the screen select the library you wish to login into and double click the icon.



3. The Logon to "CA HCO – Microsoft Internet Explorer" dialogue screen will display.
4. Enter your "User name" and "Password". You will be assigned the same user name used to access the BBS system. If you currently receive files only on diskette you will be assigned a "User name". The "Password" is temporary and you will need to change it after logging in for the first time. Please refer to page 14 of this document.

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Logon to CAHCO - Microsoft Internet Explorer

CAHCO

User name:

Password:

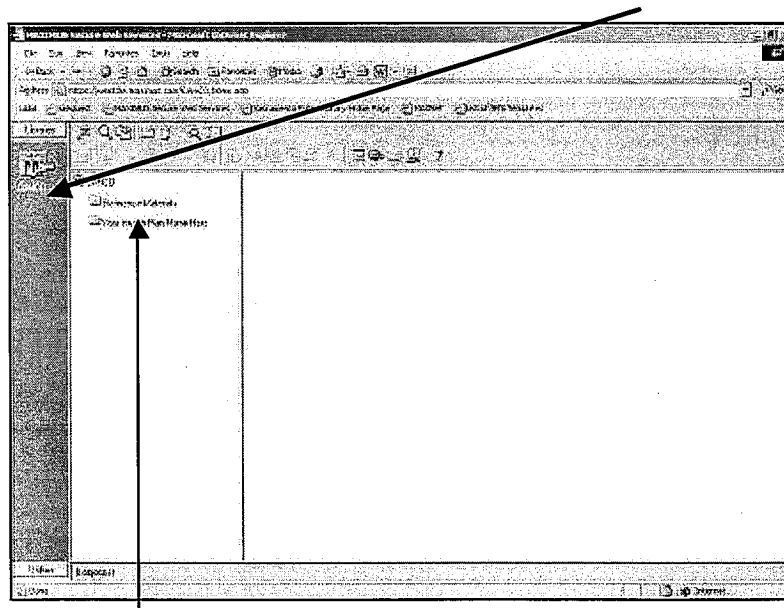
Group:

OK

Cancel

Help

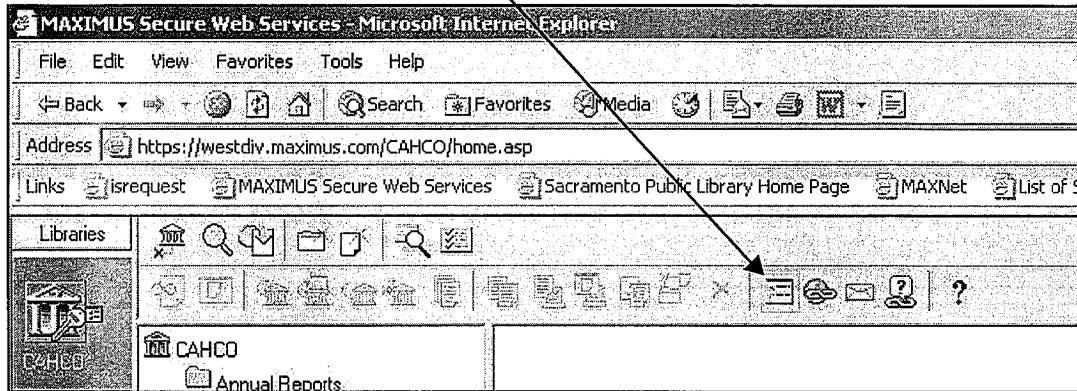
5. The main screen will display all available libraries on the left side of the screen.



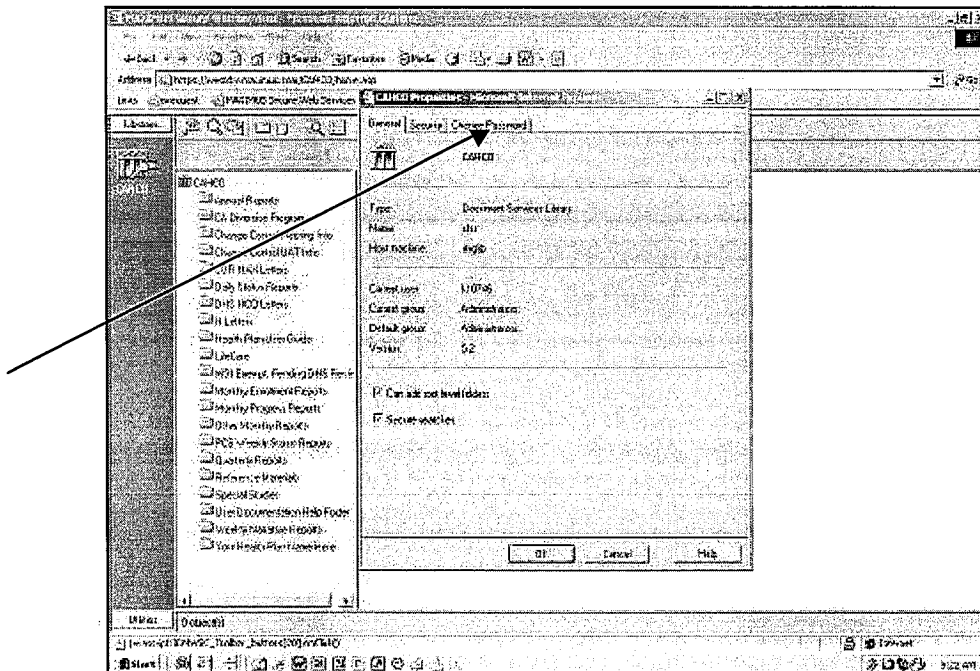
6. You will see only the folders applicable to your Managed Care Plan.

How to Change your Password

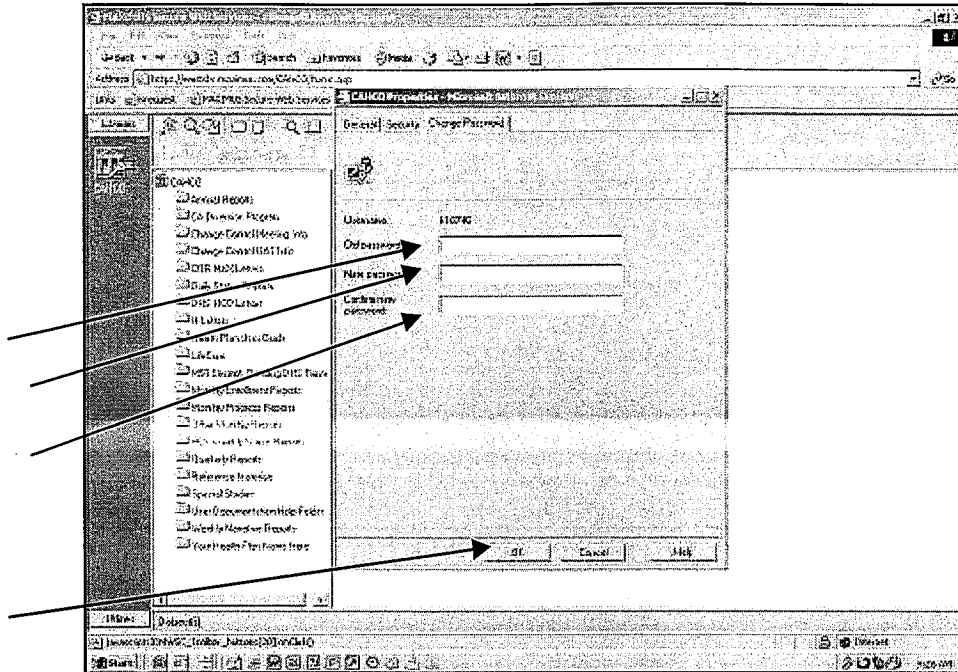
1. Select the "CAHCO Properties" option located on the right side of the screen.



2. The "CAHCO Properties – Microsoft Internet Explorer" dialogue box will display on screen. Select the "Change Password" tab.



3. The "CAHCO Properties – Microsoft Internet Explorer" dialogue box "Change Password" tab will show your user name.



4. To change your password complete the following:
 - a. Type your Current (old) password in the "Old password" box.
 - b. Type your new password in the "New password" box.
 - c. To confirm your new password, type in your new password one more time in the "Confirm new password" box.
 - d. Select the "OK" button to apply your changes.

How to Create a Strong Password

1. Passwords must be at least 8 characters long.
 2. Passwords must include:
 - a. At least one **uppercase** letter
 - b. At least one **lowercase** letter
 - c. At least one **number**
 3. Every time you change your password, **1 or more characters and 1 or more numbers** in the **first 8 positions** or your new password **must differ** from your old password.
 4. Do not reuse previously used passwords.
 5. Your password **must not** contain your name or your employee ID.
 6. **Never** tell your friends or other employees your password or login name.
 7. If you use common words, **do not** spell them exactly as you would find them in a dictionary (Hint: replace characters in words with numbers. Example: instead of “computer” use “c0mputer”; instead of “slated use “sl8ed”, etc).
 8. Do not use the names of your children, pets, spouse, etc.
 9. If you write down your new password, **shred** the paper once you have memorized your new password.
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Need help?

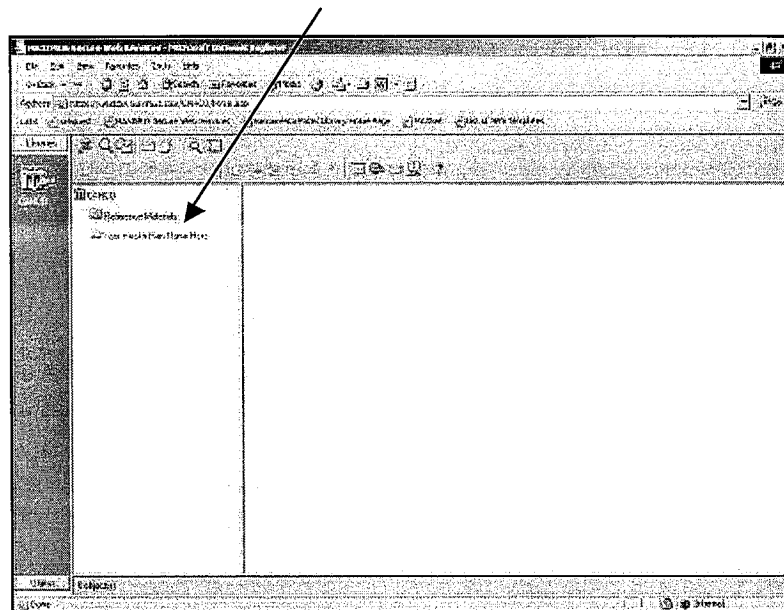
- If you have any questions about this process please e-mail the Secure Web Services Help Desk: cahcohelpdesk@maximus.com.
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How to Retrieve your Managed Care Plan File from the MAXIMUS Secure Web Services Site

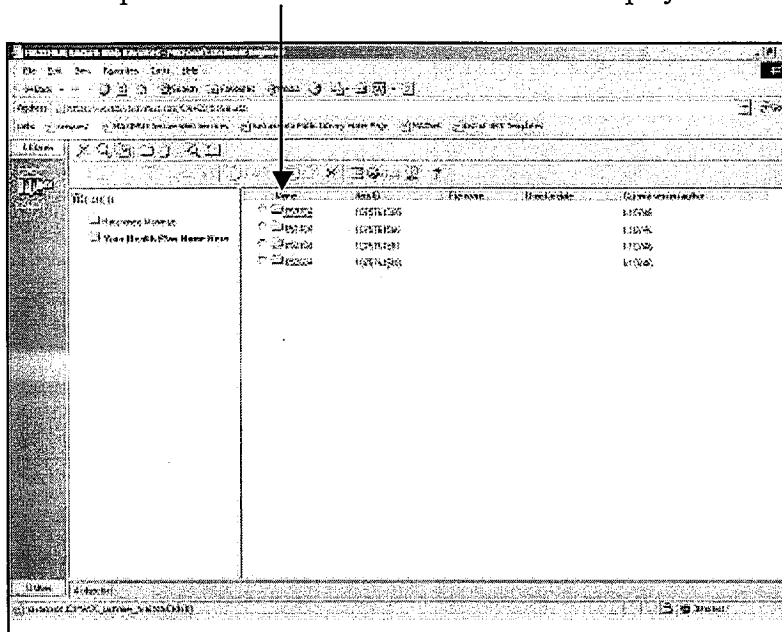
Managed Care Plan files will be posted to the MAXIMUS Secure Web Services Site by 8:00 AM on the date listed on the CA HCO Managed Care Plan Data File Posting Schedule.

To Retrieve Posted Files

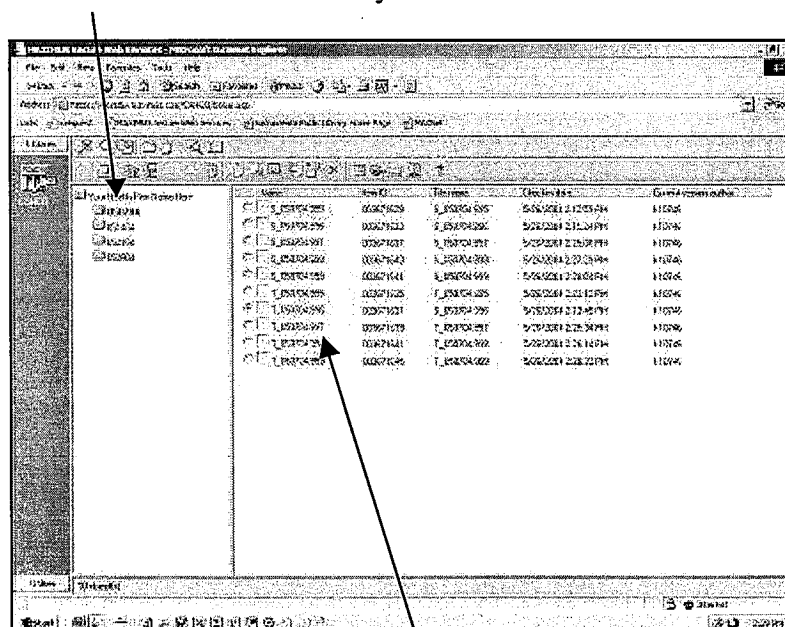
1. Select the name of the folder your document is located in.



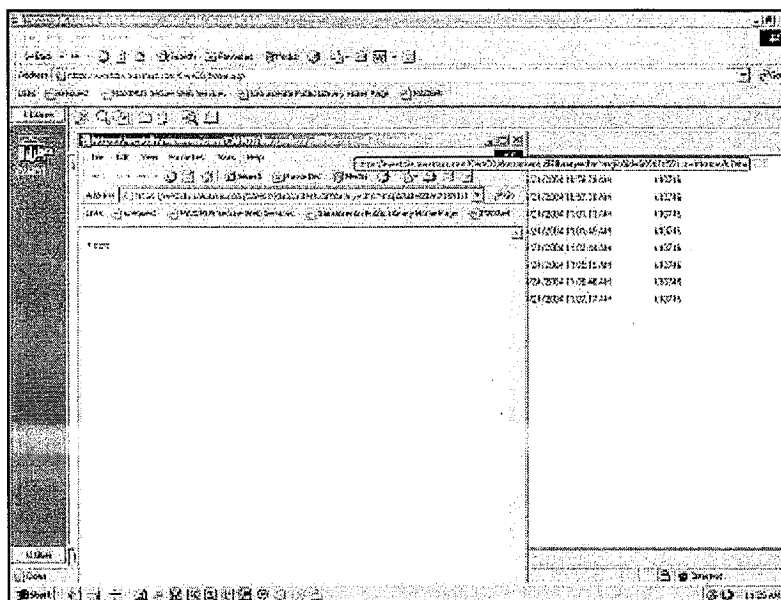
2. The folder will open and the contents of the folder will display.



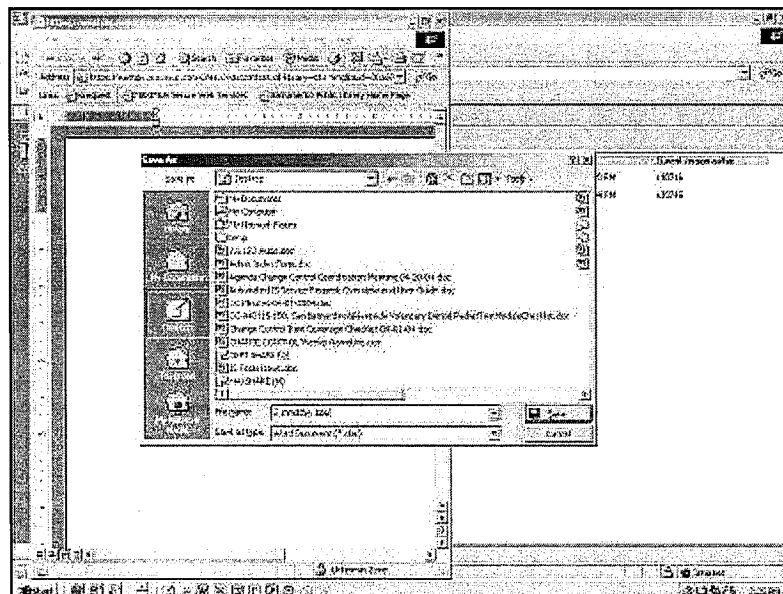
3. Four weeks of data will be stored on the Secure Web Site for retrieval.
4. Select the folder with the date of the files you wish to retrieve.



5. Select the file you wish to download to your PC.
6. The file will be retrieved from the folder and will display in a new window on the screen.



7. To save the file to your PC select File/ Save As...



8. Give the file a name and click on the “Save” button.
9. You will need to complete these steps (1-8) each time you download a file to your PC.

Please note: Record layouts have not changed. For a description of the fields displayed in the report please reference the CA HCO Managed Care Plan Data File Layout document in the Reference Materials folder.

Reference Materials Folder for MAXIMUS Secure Web Services Site

Reference materials available on the Secure Web Services Site:

1. MAXIMUS® Secure Web Services Site: Managed Care Plan User Guide
 2. MAXIMUS® Secure Website Managed Care Plan Agreement Form
 3. CA HCO Managed Care Plan Data File Posting Schedule
 4. DHS' All Plan Letter
 5. CA HCO Managed Care Plan Data File Layout
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Secure Web Services Site File Retention Period

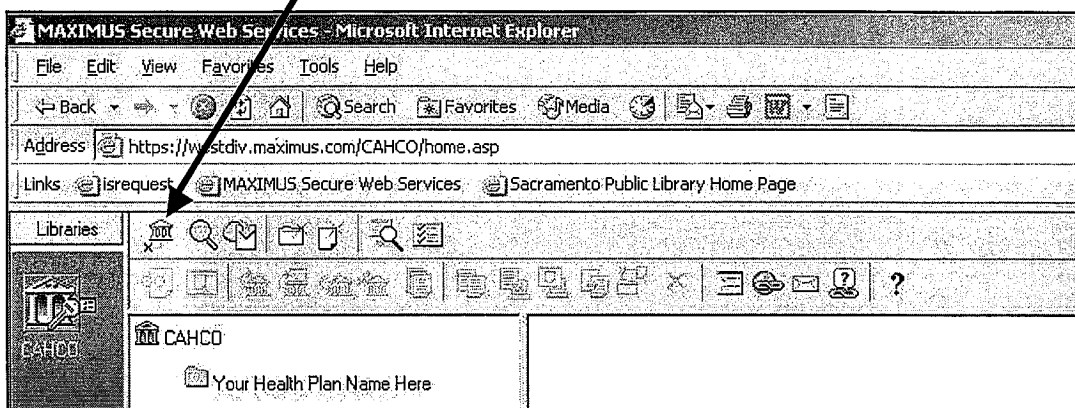
- ☐ Files will be kept available via the Secure Web Services Site for 4 weeks. Files older than 4 weeks will be removed from the Secure Web Services Site and will need to be specifically requested.
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To Request a Managed Care Plan File not on the Secure Web Services Site:

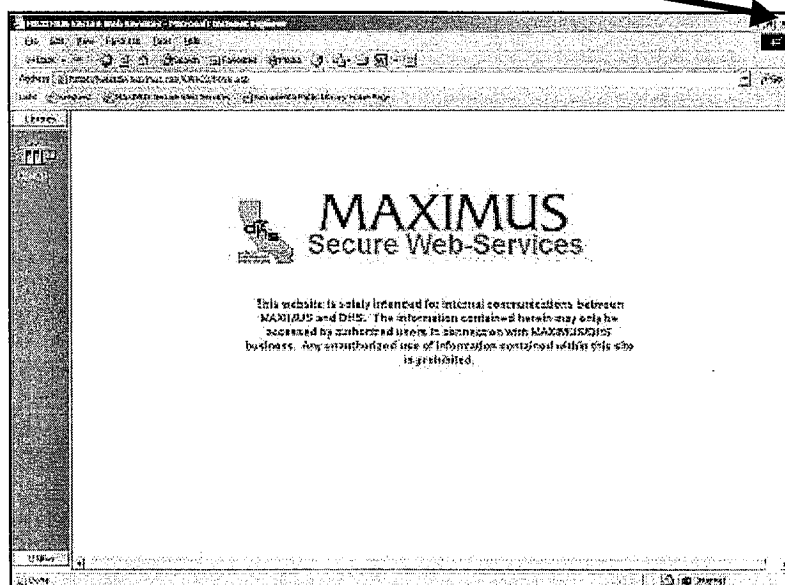
- ☐ To request a Managed Care Plan file older than 4 weeks, please contact the Managed Care Plan Secure Web Services Site Help Desk at cahcohelpdesk@maximus.com
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How to Properly Logoff of the MAXIMUS Secure Web Services Site

1. Select the "Logoff" button.



2. This will return you to the introduction page. At this time close out the browser window.



Appendix A:

MAXIMUS® Secure Website Managed
Care Plan Agreement Form

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MAXIMUS® SECURE WEBSITE MANAGED CARE PLAN AGREEMENT FORM

This agreement is required of all Medi-Cal Managed Care Plans (Plan) intending to utilize the MAXIMUS® Secure Web Services Site applications at: <https://westdiv.maximus.com/CAHCO>.

- I. The California Department of Health Services (DHS) will permit the use of the MAXIMUS® Secure Web Services Site by the following Managed Care Plan:

(Plan Name)

subject to the terms and conditions of this agreement.

- II. Plan agrees to limit the usage of the MAXIMUS® Secure Web Services Site to the following:
- A. Retrieval of other files as may be subsequently permitted by DHS and as documented in the Health Plan User Guide located in the Reference Materials folder of the MAXIMUS® Secure Web Services Site.
 - B. Retrieval of Health Plan Enrollment/Disenrollment Transaction Detail files and Summary reports.
- III. Plan acknowledges that failure to limit the usage of the MAXIMUS® Secure Web Services Site to processes described above may, at a minimum, result in DHS revoking the privilege to use the Secure Web Services Site.
- IV. Plan acknowledges that neither DHS nor its agent is responsible for errors or problems, including problems of incompatibility, caused by hardware or software not provided by DHS.
- V. Plan agrees to report all malfunctions of the MAXIMUS® Secure Web Services Site to the Managed Care Plan Secure Web Services Site Help Desk at (916) 364-6651.
- VI. For Managed Care Plan Secure Web Help Desk validation, please provide Plan contact validation data:

Primary Name Phone Email

Back-Up Name Phone Email

Plan Validation Password: (telephone contact password)

- VII. Plan Signature:

I, the undersigned, am authorized and do attest and agree to all of the terms and conditions of this agreement. My telephone number is provided below in the event both the Primary or Back-up is not the caller requesting help from the Managed Care Plan Secure Web Services Site Help Desk. The Authorized Signatory will be contacted to confirm caller's identification.

Printed Name of Signatory Authorized Signature (blue ink only)

Title Phone Date

For assistance or inquiries, please call the Managed Care Plan Secure Web Services Site Help Desk at cahcohelppdesk@maximus.com between the hours of 8:00 AM and 5:00 PM, Monday through Friday, excluding State holidays.

Return the completed and signed agreement to:

MAXIMUS®
ATTN: Secure Web Services Coordinator
3130 Kilgore Road
Suite 100
Rancho Cordova, CA 95670